



STATE OF WEST VIRGINIA  
OFFICE OF THE ATTORNEY GENERAL  
DARRELL V. MCGRAW, JR.  
CONSUMER PROTECTION DIVISION  
1-800-368-8808 or 304-558-8986

# Press Release

---

January 20, 2004

FOR IMMEDIATE RELEASE CONTACT: Charli Fulton  
304-558-8986  
1-800-368-8808

**Attorney General Darrell McGraw Enters Into  
Agreed Final Order With Morgantown Window  
Manufacturer, H & H Windows Unlimited**

Attorney General Darrell McGraw is pleased to announce that he has entered into an agreed final order in his lawsuit against H & H Windows Unlimited, Inc.

(H & H), a West Virginia corporation headquartered in Morgantown, West Virginia. H & H manufactures, supplies, and installs vinyl insulated windows to consumers and contractors. Windows were distributed throughout the state by direct sales from H & H and by indirect sales through Lowe's and 84 Lumber. The Attorney General's suit was based on consumer complaints that H & H sold consumers defective windows and did not replace them pursuant to the company's lifetime warranty.

Under the terms of the agreed final order, H & H will complete past due repairs on consumers' defective windows no later than February 16, 2004. It has also agreed that it will provide the Attorney General with specific information regarding the types of repairs made for each consumer and the cost of the repairs. All future consumer complaints received by the Attorney General will be forwarded to H & H and the repairs or replacements of the defective windows will be completed within 120 days of the date H & H receives the complaints. H & H will also provide the Attorney General with written proof that the repairs or replacements have been made, i.e., a work order signed by the consumer or a bill of lading showing that the windows were shipped to the consumer.

Attorney General McGraw stated, "This order will insure that consumers' complaints will be resolved promptly and to the complete satisfaction of the consumers."

Persons who would like to file a complaint for defective H & H Windows are encouraged to call Attorney General McGraw's Consumer Protection Division at 1-800-368-8808 or 304-558-8986. Consumers may also write to Post Office Box 1789, Charleston, West Virginia 25326-1789.

###